

CHAPTER 24

Regulations for Hotels and Motels

Section 1 Authority

These regulations are promulgated pursuant to Massachusetts General Law Chapter 111, Section 31 and Massachusetts General Law Chapter 140, Section 32B.

Section 2 Definitions

Bedding: Includes, but is not limited to: mattresses, quilts, blankets, sheets, pillows, pillow cases, comforters, duvets, bed skirts, and bed spreads

Board of Health: Natick Board of Health

Guest: Any person who rents and/or occupies a room in a hotel or motel.

Hotel: A building with one or more sleeping units providing overnight accommodations for transient guests.

Bath Linen: Includes, but is not limited to: towels, face cloths, and bathmats.

Motel: A building or series of buildings with one or more sleeping units providing overnight accommodations for transient guests.

Operator: Corporation, company, or person who operates a hotel or motel.

Personal Hygiene Articles: Items used for personal grooming supplied by a hotel or motel. Personal hygiene articles include, but are not limited to: toilet paper, Facial tissue, bars of soap, shampoo, conditioner, feminine hygiene products, powder, and tooth paste.

Sanitize: The application of cumulative heat or chemicals on cleaned glassware, dishware, food containers, and utensils that is sufficient to eliminate the growth of representative disease microorganisms of public health importance.

Single Service Article: Items that are intended to be discarded after a single use. Disposable articles include, but are not limited to: cups, container lids, plastic utensils, ice bucket liners and straws.

Tableware: All non disposable utensils used for eating and drinking. Includes but is not limited to: knives, spoons, forks, plates, glasses, and cups.

Section 3 Permits

Every hotel or motel operating within the Town of Natick shall be licensed by the Board of Health.

Section 4 Maintenance of Rooms

4.1 Rooms in hotels and motels shall be maintained in accordance with State Sanitary Code Chapter II, Minimum Standards of Fitness for Human Habitation 105 CMR 410.000.

4.2 Bathrooms shall be cleaned daily or at the request of a guest.

4.3 Rooms in hotels and motels shall be comprehensively cleaned between guests.

Section 5 Bedding and Furniture

5.1 All bedding shall be stored and maintained in a clean, sanitary manner and in good condition.

5.2 Bedding shall be changed and laundered between guests, at the request of a guest, or whenever they are soiled or in disrepair.

5.3 If a hotel or motel room is unoccupied for a period of seven (7) consecutive days, all bedding shall be changed and laundered.

5.4 Mattresses shall be removed from a hotel or motel if soiled or in disrepair.

5.5 Furniture shall be maintained in a clean, sanitary manner and in good condition.

Section 6 Tableware and Single Service Articles

6.1 All tableware for use by guests in rooms shall be stored and maintained in a clean, sanitary manner.

6.2 All tableware shall be removed from guest rooms upon vacancy of that room and washed, rinsed, and sanitized using approved methods and facilities.

6.3 When provided, all single service articles for guest rooms shall be individually wrapped and stored in a clean, sanitary manner

6.4 Single service articles shall be used only once and then discarded.

Section 7 Bath Linens

7.1 Bath linens shall be stored and maintained in a clean, sanitary manner.

7.2 All bath linens shall be changed between guests, at the request of a guest, or whenever soiled.

Section 8 Ice

8.1 Ice provided by a hotel or motel shall be made of water from an approved source.

8.2 All ice making machines shall be maintained in a clean, sanitary condition.

8.3 Ice shall be stored, transported, and handled in a manner that protects it from contamination.

8.4 Ice buckets, ice scoops, or other containers and utensils used for ice shall be made of a smooth, impervious material and easily sanitized.

8.5. Ice scoops and/or tongs shall be sanitized daily.

8.6 Single use food-grade plastic ice bucket liners shall be provided each day that a hotel or motel room is occupied except when disposable/single use ice buckets are provided.

Section 9 Personal Hygiene Articles

9.1 A supply of toilet paper shall be supplied for all hotel or motel room bathrooms.

9.2 Personal hygiene articles shall be replaced between guests.

Section 10 Guest Register

Every person who operates a hotel or motel shall keep a record of all guests with dates of arrival and departure. The record shall be available at all times and preserved for a period of two years after the date of the last entry.

Section 11 Posting of Operator or Manager's Name

The name of operator or manager of a hotel or motel shall be posted on a sign with lettering no smaller than one inch in size.

Section 12 Pets and Service Animals

With the exception of service animals, pets shall not be allowed in any hotel or motel room without the consent of the Board of Health.

Section 13 Pest Control

13.1 The owner(s) of any motel or hotel shall maintain the building(s) free of all pests through effective pest control methods.

13.2 A written protocol for the control of bed bugs shall be kept on site and available to the operator at all times. The protocol must be available for review upon request by the Board of Health.

Section 14 Smoking

Smoking shall not be allowed in any hotel room, motel room, or interior common area.

Section 15 Variance

Any request for a variance from the provisions of this Regulation must be presented in writing to the Board of Health.

Section 16 Hearing

The person or persons to whom any order or notice issued pursuant to this Regulation has been directed, may request a hearing before the Board of Health. Such a request must be in writing and shall be filed in the office of the Board of Health within ten (10) days of receipt of the order or notice.

Section 17 Penalty

- a) Criminal Complaint- Whoever violates any provision of these rules and regulations may be penalized by indictment or on complaint brought in the District Court. Except as may otherwise be provided by law, and as the District Court may see fit to impose, the maximum penalty for any violation of these provisions shall be \$300.00 for each offence.
- b) Non-Criminal Disposition- Whoever violates any provision of these rules and regulations may, in the discretion of the Health Agent, be penalized by a non-criminal complaint in the District Court pursuant to the provisions of Massachusetts General Laws, Chapter 40, Section 21 D. For the purpose of this provision the penalty to apply in the event of a violation shall be as follows: \$50.00 for the first offense; \$100.00 for the second offense; \$200.00 for third offense; and \$300.00 for the fourth and each subsequent offense. Each day on which a violation exists shall be deemed to be a separate offense.

Section 18 Severability

Each provision of this regulation shall be construed as separate to the end that if any part of it shall be held invalid for any reason, the remainder shall continue in full force and effect.

BOARD OF HEALTH
NATICK, MASSACHUSETTS

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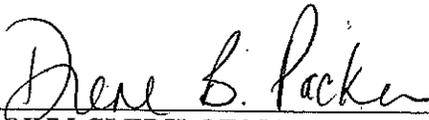
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ATTEST


TOWN CLERK OF NATICK